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STAY SAFE, STAY HOME & SAVE THE NHS



Welcome to the second edition of the Voice of Experience Forum newsletter for 2020. In these very uncertain times, the Board and staff are taking this opportunity to publicise not only what work we have been doing since the last edition in January, but to provide you with updates and information relating to the work being done across North Lanarkshire during the current coronavirus outbreak.

In the meantime staff are working remotely but can still be contacted during working hours on the details provided in the blue panel on the left hand side of this page.

We would like to take this opportunity to thank all key workers throughout Scotland for their hard work at this time.

ADULT RISK AWARENESS EVENTS—FUNDED BY NHS LANARKSHIRE

Voice of Experience Forum organised 3 events in Wishaw, Newmains and Shotts during February and March. Two of the events took the form of presentations by ourselves and invited speakers and the third, at Newmains Community Trust shown in the photograph, consisted of 4 workshops to facilitate discussions, questions and advice around current risk and safety issues.



In total 108 people participated in these events and we had excellent feedback. We would like to thank our guest speakers—Scottish Fire & Rescue, Red Cross, Bank of Scotland, Police Scotland, Home Energy Scotland, and Citizens Advice Bureau and our funder—NHS Lanarkshire for their support.

Voluntary Organisations Covid-19 Response

OUR RESPONSE TO THE CORONA VIRUS PANDEMIC

Following Government advice to reduce social contact during the outbreak, Voice of Experience has developed its own community response to the pandemic. As well as continuing day-to-day operations remotely, in the first 3 weeks of the 'lockdown', we have undertaken the following:

- ◆ 172 Individual members contacted by phone or letter
- ◆ 57 registered Group members, with 46 confirmed contacts
- ◆ 37 Organisation members, with 31 confirmed contacts
- ◆ 20 welfare/befriending checks per week resulting in 60 of these calls to date.

As a result of the above work, we have referred members who require support, to local anchor organisations and support organisations across North Lanarkshire relating to various enquiries including medication collections and drop offs, grocery shopping and delivery, Pension Credit checks, Befriending and Mental Health Befriending services.



If you would like more information on what help is available in your area we have provided details in the article below. Or, if you want to contact us, please call us on **01236 439550** or email us at either **info@voeg.org.uk** or **denis@voef.org.uk** and we will get back to you as quickly as possible.

Across North Lanarkshire lead organisations, with support from Voluntary Action North Lanarkshire (VANL), have taken up the reins to provide a number of services to the vulnerable in our communities. Below we have provided details of the organisations and the areas they cover for your information. We have also provided the types of services available however **not all of these services may be provided in all of the areas so please contact the relevant organisation to determine which services they are offering at this time.**

The localities, organisations and contact details are as follows:-

Shotts & Wishaw	Getting Better Together (GBT)	01501 825800
Bellshill	Communities Together	01698 747483
Cumbernauld & Northern Corridor	CACE	01236 451393
Airdrie	Health & Wellness Hub	01236 605795
Motherwell	Health & Wellness Hub	01698 262437
Coatbridge	Glenboig Development Trust	01236 874520

Services available include the delivery of food packages and cooked meals, uplifting of prescriptions, essential food shopping, wellbeing telephone calls and providing practical support and signposting to other available services.

PLEASE CONTACT THE ORGANISATION REPRESENTING YOUR AREA TO ESTABLISH WHICH SERVICES ARE AVAILABLE.

A Message from the North Lanarkshire Council

NHS Lanarkshire, North Lanarkshire Council and Health and Social Care in North Lanarkshire are focused on ensuring frontline services and supports continue and people are able to stay safe, healthy and maintain their independence through these challenging times.

Access to personal protective equipment, PPE, has been in the news and we are working on a system to make it as straight forward as possible for informal carers and families who require PPE to be able to access it. Carers groups will be informed and alert carers of the new arrangements. The Scottish Government has issued the following advice to local PPE Hubs: "It is important that Health and Social Care Partnerships ensure the local PPE Hubs are working collaboratively with local carers' centres, who will be receiving queries from carers on access to PPE and may be able to support this process. Hub staff will need to be aware that carers under the age of 18 may also require PPE, depending on their caring situation. No formal verification should be required for someone to prove they are a carer. However, Partnerships and/or Hubs will want to assure themselves of the legitimacy of requests, and that PPE is being supplied to those carers on the basis of need. The main approach should be to trust the individual. They will know their caring situation best, and in many cases will already have come through an initial triaging by the carers' centre. However, Partnerships/Hubs may need to make some decisions about need and prioritisation. "

We are working with our partners and with communities to ensure that there is response to the challenges that arise for individuals who are shielding, self-isolating or need a little bit of help.

People who are seeking assistance, be it yourself, a friend or neighbour, offering assistance, businesses offering support can contact CommunityMatters@northlan.gov.uk or the council helpline on 0300 555 0407. From here enquiries can be directed to the correct place.

Your local council is continuing to provide frontline services:

- Household waste continues as scheduled, although recycling centres and special uplift services are closed.
- The Housing repairs service will focus on emergency repairs, with all non-emergency repairs suspended in the meantime. Priority adaptations will continue, as will works to non-housing properties and legislative works programmes including gas servicing.
- The Registrars is operating at a reduced level. Birth registrations are postponed and citizenship ceremonies, marriages and civil partnerships will not take place. Registration of deaths does not need to be face to face. You should contact the registry office to begin this process. Replacement certificates can be requested by phone or on line.
- First Stop Shop business can be done online or by phone.

The following numbers may be helpful:

Antisocial enquiries	0300 123 1382
Automated payment line	01698 403130
Council tax and benefits enquiries	01698 403210
Crisis grants	0300 555 0405
Emergency repairs	0800 678 1166
Environmental services	01698 403110
Experiencing difficulties paying your rent	01698 524811
Homeless enquiries	0800 953 2424
Rent payments/Direct Debits	0300 555 0106



Monklands Replacement Project Consultation—Update

VoEF Membership

FREE Membership of Voice of Experience Forum is open to anyone over the age of 60 and organisations representing older people in North Lanarkshire.

Benefits of becoming a member include:

- Regular Newsletters
- Invitations to events
- Involvement in consultations
- Your views & opinions being heard by other agencies
- Influence in the planning of service provision for older people

VoEF also deliver presentations throughout North Lanarkshire.

If you run a group or attend a group for individuals over the age of 60 and would like to book VoEF for a presentation, please get in touch with Denis O'Keefe using the details on page 1.

Remember, Membership is **FREE!**



On 2nd March 2020, Voice of Experience Forum took part in the '**PEOPLE'S HEARING**' at Excelsior Stadium, Airdrie. We formed part of a scoring panel of 87 individuals - members of the community and staff from NHS Lanarkshire and health service partners – gathered to work together to evaluate the Monklands Replacement Project (MRP) site options: (in alphabetical order) Gartcosh, Glenmavis and Wester Moffat.

The scores for each site were allocated using an agreed set of non-financial benefits criteria, developed with the input of the community:

- Travel times by road and public transport – patients;
- Travel times by road and public transport – staff;
- Access/connectivity to NHS regional centres;
- Contamination;
- Impact of cross-border flow (ie patients from Glasgow attending the hospital).

The final scores for each site (in alphabetical order) were:

- Gartcosh – 602.3
- Glenmavis – 479.3
- Wester Moffat – 528.3

Unfortunately, due to technical issues and concerns raised in relation to the number of people forming the panel amounting to less than the 100 intended, this meant that it was not possible to fully determine the balance between community and staff or the proportion by geographic location. The Consultation Institute and NHS Lanarkshire were not content with the process of the scoring event. NHS Lanarkshire was therefore advised by The Consultation Institute to withdraw the results from the scoring exercise as they were considered neither robust nor representative.

In order to address this issue, NHS Lanarkshire will now undertake an additional scoring process with the 100 designated participants via a postal submission. This will be wholly managed by The Consultation Institute from the production and issuing of information through to the collection and collation of scores. Obviously, due to the current pandemic this has been placed on hold. It is hoped that the process will continue once the situation allows.

We will keep our members updated of the progress of this issue throughout the coming year.